(c) The connecting doors facilitated easy movement/transportation of raw materials and finished goods from the EOU to the DTA unit.

Payment of charges on bank loans

†3555. SHRIMATI MAYA SINGH: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that the customers, who take loan from banks, have to pay various charges after taking loans;

(b) whether the banks make the alluring promises before giving loans but the customers are chained in a number of conditions of loan, interest and penalty just after sanctioning of the loan; and

(c) whether Government have reviewed it and any measures have been taken to bring uniformity and streamline the system?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL): (a) to (c) In order to ensure transparency in banking services, Reserve Bank of India (RBI) has issued instructions to banks on 16th May, 2006, to display and update the details of various service charges in the prescribed format on their websites and in their offices/branches. While fixing the service charges, the banks are expected to ensure that the cahrges are reasonable, consistent with the cost of providing the services and that the customers with low value/volume of transactions are not penalized, Further, *vide* its instructions dated 20th July, 2006, RBI has advised the banks that the service charges and fees may be placed on the homepage of their websites at a prominent place under the title of 'Service Charges and Fees' so as to facilitate easy access to the bank customers. The banks are also required to provide a complaint form alongwith the name of the nodal officer for redressal of the complaint, on the homepage itself to facilitate complaint submission by the customers. The detailed guidelines/ instructions are available on RBI website www. rbi. org. in.

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†Original notice of the question was received in Hindi.